



## FASHION RETAIL ACADEMY

### Job Description and Person Specification

<b>Job title:</b>	Head of Quality Assurance & Enhancement
<b>Level:</b>	Management
<b>Accountable to:</b>	Principal & CEO
<b>Key relationships:</b>	Head of Curriculum and Quality (FE), Head of Apprenticeships, Head of Data and Compliance, Directors, DPO Manager, Curriculum and Delivery teams, Curriculum support functions
<b>Hours:</b>	37 hours per week
<b>Salary:</b>	Manager/Specialist salary grade

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#### About the Academy:

The Fashion Retail Academy, awarded Ofsted Outstanding, is a unique, employer led college. It was founded in 2005 as a unique private-public partnership with investment from the retail industry matched by the government.

We offer a wide range of specialist fashion Diploma, Degree and Short courses, many of these exclusive to the FRA, for students of all ages with start dates throughout the year. Our courses are developed to provide the student with a combination of an in-depth knowledge of Fashion Retail and hands on practical experience of the work environment. Most full-time courses provide a guaranteed work placement with a major high street brand, ensuring graduates leave with a wide range of skills and experience to take them into the workplace.

Our success lies in providing the fastest route to work, simultaneously giving students vocational experience and support to find a job role on graduation.

#### Purpose of the role:

This new post is responsible for ensuring effective quality assurance mechanisms and processes are in place to support the FRA's provision of accredited courses up to Level 7, and to fulfill the requirements of the various Awarding Bodies, Ofsted, Degree Awarding Body (DAB), OfS, QAA, CMA and other Professional Statutory and Regulatory Bodies, as required. The post-holder will be responsible for ensuring the FRA exceeds the external regulator expectations with regards to academic standards and the quality of the student experience through the design, development, and review of policies, procedures, and academic governance structures.

## FAST FORWARD YOUR FASHION CAREER

[www.fashionretailacademy.ac.uk](http://www.fashionretailacademy.ac.uk) | **T:** 0300 247 4000 | **T:** +44 20 7307 2345 | **E:** [info@fra.ac.uk](mailto:info@fra.ac.uk)

Fashion Retail Academy, 15 Gresse Street, London W1T 1QL

Registration No. 05507547 Charity No. 1119540



## FASHION RETAIL ACADEMY

### Main areas of responsibilities:

- To be the principal point of contact for advice and guidance pertaining to FRA and external regulation, policy, and procedure.
- To monitor and keep under review FRA's regulatory framework and academic governance structure, in liaison with the Degree Awarding Body \ Awarding Body.
- To ensure that procedures for managing appeals, complaints, disciplinary cases etc. are implemented in accordance with agreed FRA and/or external policy.
- To ensure that teaching staff are fully apprised of assessment principles and procedures, as prescribed.
- To support learning amongst academic/teaching staff in the implementation of quality assurance processes and application of academic regulations.
- To ensure that FRA has undertaken its responsibilities and obligations to external Awarding Bodies, such as the timely completion of Annual Monitoring Reports.
- To ensure Academy compliance with Competition & Markets Authority legislation.
- To be an active member the Academy's Academic Board (or equivalent academic committee(s)) and advise, as appropriate, on quality assurance considerations in relation to Academy activity, initiatives and strategies.

### Additional responsibilities:

- The post-holder may additionally take an active role in the development of good practice in relation to learning and teaching, curriculum and assessment design – dependent on skills/experience and FRA requirements.
- The post-holder may be responsible for the FRA policies relating to data protection and have oversight of how student records are securely managed; implementation of Safeguarding Duty and Prevent Duty; implementation and review of research ethics and integrity frameworks.
- The post-holder may need to act as a 'Disciplinary Officer' for the purposes of managing incidents relating to student conduct and behaviour; manage the complaints process and, where necessary, instigate a review and issue completion of procedures letters, accordingly.

### Other:

- To perform any other duties consistent with this position as may from time to time be assigned to you anywhere within the FRA.
- To be committed to your own development through effective use of the FRA's performance review scheme and staff development processes.
- To support the delivery of the FRA's strategy as it relates to this position.
- To work collaboratively with the wider business and support the work of academic, curriculum and support functions teams as may reasonably be required in the delivery of the FRA's strategic plans.

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- **Safeguarding.** Comply at all times with the FRA's safeguarding policy and play an active role in maintaining and promoting students' safety and security in their learning environment.
- **Equality and diversity.** To be committed, adhere to and promote the Academy's Equality and Diversity policy at all times.
- **Health and Safety.** Abide by and raise awareness of health and safety in line with FRA policy and procedures.
- **Data Protection.** To understand your own responsibilities, be committed to and comply with all FRA's policies, procedures and guidelines with respect to the collection, processing, storing and sharing of all personal information as it relates to this position to comply with GDPR

*This job description should not to be regarded as exclusive or exhaustive. It is intended as a summary outline of the areas of activity and it may be subject to modification from time to time as necessitated by the changing needs of the FRA.*

*Updated July 2018*

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Person Specification		
	Essential	Desirable
<b>Education</b>	<ul style="list-style-type: none"><li>• Relevant degree in education or business administration or related subject (or equivalent)</li><li>• Commitment to and demonstrable evidence of CPD</li></ul>	<ul style="list-style-type: none"><li>• Relevant post graduate/professional qualification (or equivalent)</li></ul>
<b>Knowledge</b>	<ul style="list-style-type: none"><li>• Demonstrable understanding of higher education quality assurance requirements, specifically with regard to the UK Quality Code and other QAA guidance and policy.</li><li>• Commitment to and thorough understanding of equality and diversity throughout the institutional environment, and that these principles are reflected in the development of policy and procedure.</li><li>• Best practice safeguarding policy and implementation.</li><li>• Comprehensive understanding of data protection and best practice student and related data management</li><li>• Working knowledge of key regulatory requirements as it relates to quality standards, assurance and academic governance</li></ul>	
<b>Skills</b>	<ul style="list-style-type: none"><li>• Ability to determine, design, and develop appropriate frameworks and mechanisms for ensuring that academic standards are maintained</li><li>• Ability to foster sound working relations with collaborative partners, including Degree Awarding Bodies.</li></ul>	
<b>Experience</b>	<ul style="list-style-type: none"><li>• Extensive experience of the education sector</li><li>• Proven successful experience of making high-level decisions and recommendations to senior management on quality assurance and enhancement matters.</li></ul>	

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## Person Specification

		Essential	Desirable
		<ul style="list-style-type: none"><li>• Experience of preparing for internal and external audits.</li><li>• Experience of setting high standards and determining the quality of service to be provided to achieve strategic goals.</li><li>• Proven successful experience of working as a line manager.</li><li>• Considerable experience of policy development and implementation.</li></ul>	
<b>Attributes/ Personal Characteristics</b>		<ul style="list-style-type: none"><li>• Confident and resilient with the gravitas to influence change.</li><li>• Flexible and collaborate approach.</li><li>• Actively networking with other industry professionals and committed to own professional development.</li><li>• Positive approach to change.</li><li>• Commitment to practicing the FRA's values.</li></ul>	

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### *Living and Practicing the Fashion Retail Academy's Values:*

**PROFESSIONAL** – working with the utmost of honesty and integrity in all that we do, we care about the outcome

**GOING THE EXTRA MILE** – more than a statement, it's a state of mind. We have rigour and a relentless focus on the outcome, exceeding the expectations of our stakeholders.

**INSPIRATIONAL** – We motivate people to achieve great things and through demonstrating passion in our actions we are role models for others.

**FLEXIBLE APPROACH** – working collaboratively at all time we are adaptable and responsive to changing circumstances. We think and act creatively and are prepared to find new ways of achieving the outcome.

**COLLECTIVE RESPONSIBILITY** – every staff member takes responsibility for the FRA's direction of travel and innately understands how their work contributes to our strategic plan.

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